

WINDSTREAM COMMUNICATIONS ANNUAL REPORT

FOR THE STATE OF

Missouri

State of Respondent

6/26/2012

ETC's Included In This Report

ETC#1:
ETC#2:
ETC#3:
ETC#4:
ETC#5:
ETC#6:

LEGAL ENTITY NAME
Windstream Missouri, Inc.

SAC
421885

Person to contact for questions:

Name: Jeff Heacox
Phone Number: 501-748-5390
E-mail Address: jeff.l.heacox@windstream.com



For The Year Ended December 31, 2011

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GENERAL INFORMATION

1. The enclosed reports are being filed with the Office of the Secretary of the Commission, with the Administrator (USAC), the relevant state commissions, and relevant authority in a U.S. Territory, or Tribal governments, as appropriate pursuant to WC Docket No. 10-90.
2. The enclosed information satisfies the requirements included in 47CFR 54.314 and is being provided to:

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of The FCC Secretary
445 12th Street, SW
Washington, D.C. 20554

Universal Service Administrative Company
2000 L Street N.W. Suite 200
Washington, DC 20036
hcfilings@usac.org

Ms. Natella Dietrich, Director, Utility Operations Division
Missouri Public Service Commission
200 Madison Street Suite 500
Jefferson City, MO 65102

Tribal Government as appropriate

3. The Windstream officer signing the certifications included in this report is:

Name: John Fletcher
Title: General Counsel

Report 1 - Five-year Progress Report

§ 54.313(a)(1) A progress report on its five-year service quality improvement plan pursuant to 54.202(a), including maps detailing its progress towards meeting its plan targets, an explanation of how much universal service support was received and how it was used to improve service quality, coverage, or capacity, and an explanation regarding any network improvement targets that have not been fulfilled in the prior calendar year. The information shall be submitted at the wire center level or census block as appropriate;

Response: This requirement is not effective until April 1, 2013 per FCC DA 12-147 II.A.7.

Report 2 - Detail Outage Report

§ 54.313(a)(2) Detailed information on any outage in the prior calendar year, as that term is defined in 47 CFR 4.5, of at least 30 minutes in duration for each service area in which an eligible telecommunications carrier is designated for any facilities it owns, operates, leases, or otherwise utilizes that potentially affect

(i) At least ten percent of the end users served in a designated service area; or

(ii) A 911 special facility, as defined in 47 CFR 4.5(e).

(iii) Specifically, the eligible telecommunications carrier's annual report must include information detailing:

(A) The date and time of onset of the outage;

(B) A brief description of the outage and its resolution;

(C) The particular services affected;

(D) The geographic areas affected by the outage;

(E) Steps taken to prevent a similar situation in the future; and

(F) The number of customers affected.

Service Area (SAC)	Onset Date	Onset Time	Report Description	Found Description	Service Affected	Outage Area	Prevention	Customers Affected
421885	31-Jan-11	3:08 PM	MO_GALL MOWNTN SRLK GALL CE 02 5 22 0 LAST LINK TO REMOTE BEING REMOVED	Tech repaired spans. Cause was tech error ...moving spans.	Local	WNTNMOXA	Reviewed procedures with Telco employee	577
Clearing Information								
				Date/Time Outage repaired (Central Time): 0933				
				Detailed Description of what was done to repair the Outage: Jason/WS called to say they found a ground on the 86/EMDT/911454/SW,				
421885	18-Feb-11	9:06 AM	MO_BLVR_MOPOLK: E911 OUTAGE	ATT/Mike/tester, verified this ckt was up and stable @ Steve stated that the Fuj 4100 attempted a switch over and got hung up	E911	POLKMOXA	Replaced faulty hardware	784
421885	02-Mar-11	4:27 PM	MO_GALL_MOCFFY ALM031: MAJ SET GALL DED (all spans to CFFY remote down)	Steve switched back and everything restored	Local	CFFYMOXA	Replaced faulty hardware	236

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421885	04-Apr-11	12:30 PM	MO_MILN TOLL ISOLATED, ALL DCM'S OOS/SMB LPWER, PDA, SYNC	MO_MILN TOLL ISOLATED, ALL DCM'S OOS/SMB LPWER, PDA, SYNC/WORKED WITH FREDDIE ON THE SITUATION;DID A STATUS ON THE DCM'S AND PE 2 5 2,2 2 5,2 5 12,2 5 18 AND ETC WERE SMB WITH SYNC FAULTS;FREDDIE INDICATED THE HE WAS UNABLE TO TURN UP THE DCM'S;I HAD FRE	Local	MILNMOXA	Replaced faulty hardware	3,617

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421885	26-Apr-11	11:55 PM	MO_PDMT: SRI200: SRLK (NT4T09) GNVL PE 02 4 18 0 LAST LINK TO REMOTE BEING REMOVED	MO_PDMT: SRI200: SRLK (NT4T09) GNVL PE 02 4 18 0 LAST LINK TO REMOTE BEING REMOVED MO_PDMT: SRI205:/WORKED WITH LOCAL TECH VIC ON THE SITUATION;VIC STATED THAT THEIR WERE HEAVY STORMS IN THE AREA;SITE GOT HIT BY LIGHTING;POWER RESTORED;VIC ALSO STATED THE	Local	WPPLMOXX	Replaced faulty hardware	390

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421885	06-May-11	7:58 AM	MO_LBRL_MOMDNM: DEFAULT IFC525: LCMC (NT6X51) MDNM LCE 01 2		Local	MDNMMOXA	Replaced faulty hardware	389
421885	10-May-11	4:23 PM	MO_VAND MOMRBG SRLK VAND PE 02 4 14 0 LAST LINK TO REMOTE BEING REMOVED	Local techs repaired cut fiber	Local	MRBGMOXA	Repaired or replaced cut cable	623
421885	10-May-11	4:23 PM	MO_VAND_MOMDTW - FUJITSU - MIDDLETOWN4100 Loss of Signal 13-1 and Loss of Signal 14-1	fiber cut	Special	MDTWMOXA	Repaired or replaced cut cable	1,344

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421885	13-May-11	1:06 AM	MO_DNPH MOPNDR SRI200: SRLK (NT4T09) DNPH PE 03 4 16 0 LAST LINK TO REMOTE BEING REMOVED	Vick pulled the 6X45, 6X47, and 6X70 cards in ESAC LCE 1 3. I manually brought up LCMC PNDR LCE 1 1 back INS. LCMC LCE 1 2 won't come back INS because the SRLK for it is in SYNC fault. Vick thinks since they had a lightning storm, might have been hit by r	Local	PNDRMOXA	Replaced faulty hardware	535
421885	16-May-11	4:54 PM	MO_GNVL MOWPPL SRI200: SRLK GNVL PE 02 4 16 0 LAST LINK TO REMOTE BEING REMOVED	Local tech Vic, replaced a blown fuse in the line term shelf at the Greenville CO.	Local	WPPLMOXX	Replaced faulty hardware	663
421885	25-May-11	10:37 PM	MO_DNPH_MOGDIN SRI200: SRLK (NT4T09) DNPH PE 03 2 20 0 LAST LINK TO REMOTE BEING REMOVED	AC power has been restored and the remote is back insv.	Local	GDINMOXA	Reviewed companies emergency power policy	584

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421885	11-Jun-11	10:00 PM	MO_GNVL:MOWPPL: RSLE WPPL RSE 1 1 and 1 3 OOS MO_BLVR_MOALDR DS1.0001:LSC=330 BOTH	Per local tech Kevin...cut cable has been repaired.	Local	WPPLMOXX	Replaced faulty hardware	382
421885	12-Jun-11	12:43 PM	MESSAGE SPANS ARE OUT OF SERVICE	Power issues caused by storms in area. Had to restore power inverter to WAN.	Local	ALDRMOXA	Repaired or replaced cut cable	492
421885	21-Jun-11	3:21 AM	MO_PRDY:SITE IS DOWN, CANNOT REACH MO_PRDY SITE OOS/ ALL BREAKERS TRIPPED	All systems restored.	Local	PRDYMOXA	Replaced faulty hardware	3,705
421885	22-Jun-11	10:00 AM	MO_GNVL_MOWPPL SRI200: SRLK (NT4T09) GNVL PE 02 4 16 1 LAST LINK TO REMOTE BEING REMOVED	Spans auto restored and Windstream Technician found no troubles with the facilities. No storms in the area.	Local	WPPLMOXX	Scheduled additional testing	663

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421885	18-Jul-11	10:36 AM	MO_LCLD_MORTVL: SRI200: SRLK (NT4T09) LCLD PE 02 4 14 0 LAST LINK TO REMOTE BEING REMOVED	SERVICE FOR THE SITE HAS BEEN RESTORED. CHRIS/TECH/STATED THAT A CONTRACTOR WAS INSTALLING A POWER LINE. CUT THE CABLE WITH A BACK HOE;CABLES HAVE BEEN REPAIRED.SENDING OUT OUTAGE CLOSING INFORMATION	Local	MILNMOXA	Repaired or replaced cut cable	167
421885	26-Jul-11	4:03 AM	MO_GNVL MOWPPL SRI200: SRLK (NT4T09) GNVL PE 02 4 18 1 LAST LINK TO REMOTE BEING REMOVED	Bounced SRLK PE 2 4 18 1, ESA cleared on the RSLCs.... remote restored at 6:55 AM EDT.	Local	WPPLMOXX	Replaced faulty hardware	381

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421885	23-Aug-11	3:04 PM	MO_GNVL_MOWPPL SRI200: SRLK (NT4T09) GNVL PE 02 4 16 1 LAST LINK TO REMOTE BEING REMOVED	Per Vic, a contractor was digging with a locate, but Windstream did not mark all the cables. Splicers fixed 3 of 4 spans and NOC performed a CS-INIT and was able to restore the remote.	Local	WPPLMOXX	Repaired or replaced cut cable	531
421885	11-Sep-11	3:31 PM	MO_LCLD: 911 OUTAGE --- REQUEST FOR REROUTE FROM 911 CNTR	Tech Chris reported first trunk had bad Westell D4 channel bank card in AT&T office and second trunk had bad channel unit card in Centurylink office. Trouble now clear.	Local	LCLDMOXA	Replaced faulty hardware	1,083

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421885	18-Oct-11	7:00 AM	MO_GNVL_MOCLUB SRI200: SRLK (NT4T09) GNVL PE 02 4 20 0 LAST LINK TO REMOTE BEING REMOVED	MO_BLVR_1UP: MESSAGE TIMEOUT: Refer to OP Guide 606/WORKED WITH KEVIN ON THE SITUATION;ALL THE BREAKERS FOR THE CHARGERS WERE TRIPPED;KEVIN RESET THE BREAKERS AND THEY HELD;RESTORED THE SN BACK INTO SERVICE;LOADADED THE ALL THE LTG'S; KEVIN PERFORMED SOME	Local	BLVRMOXA	Replaced faulty hardware	36,493
421885	14-Nov-11	5:42 PM	MO_GNVL_MOCLUB ALM031: CAT SET CLUB DED	Spans auto recovered Spans restored while tech was investigating. Bad storm in area.	Local	CLUBMOXX	Scheduled additional testing	659
421885	14-Dec-11	10:12 PM			Local	CLUBMOXX	Scheduled additional testing	659

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421885	14-Dec-11	11:44 PM	MO_GNVL:MOCLUB: SRI200: SRLK (NT4T09) GNVL PE 02 4 22 0 LAST LINK TO REMOTE BEING REMOVED	storms passed, spans auto restored and stable	Local	CLUBMOXX	Scheduled additional testing	492

Report 3 – Unfulfilled Request Report

§ 54.313(a)(3) The number of requests for service from potential customers within the recipient's service areas that were unfulfilled during the prior calendar year. The carrier shall also detail how it attempted to provide service to those potential customers;

Service Area (SAC)	Wire Center	Held Orders	Held Due To
421885	FRPLMOXA	1	Cable full, added new plant
421885	GNVLMOXX	1	Cable full, added new plant

Report 4 - Number of Complaints Per 1,000 Report

§ 54.313(a)(4) The number of complaints per 1,000 connections (fixed or mobile) in the prior calendar year

SAC	Wire Center	Complaints/1K
421885	ALBYMOXA	1
421885	ALDLMOXA	3
421885	ALDRMOXA	3
421885	BLFLMOXA	2
421885	BLVRMOXA	2
421885	CFFYMOXA	2
421885	CLUBMOXX	7
421885	CRCRMOXA	2
421885	DIXNMOXA	2
421885	DNPHMOXX	2
421885	EOLIMOX	2
421885	FLRNMOXA	3
421885	FRDLMOXA	2
421885	FRPLMOXA	2
421885	FRVWMOXA	3
421885	GALLMOXA	1
421885	GDINMOXA	3
421885	GNVLMOXX	3
421885	GTCYMOXA	1
421885	HLDYMOXA	2
421885	HLWYMOXA	3
421885	IBERMOXX	2
421885	JMSNMOXA	2
421885	LBRLMOXA	2
421885	LCLDMOXA	2
421885	MDNMMOXA	4
421885	MDSNMOXA	1
421885	MDTWMOXA	2
421885	MILNMOXA	1
421885	MNDNMOXX	2
421885	MRBGMOXA	2
421885	MRVLMOXA	2
421885	MYRTMOXA	4
421885	NHFRMOXA	2
421885	NLVLMOXA	2
421885	NYLRMOXX	2
421885	OLNYMOXA	2

Report 4 - Number of Complaints Per 1,000 Report

§ 54.313(a)(4) The number of complaints per 1,000 connections (fixed or mobile) in the prior calendar year

SAC	Wire Center	Complaints/1K
421885	OXLYMOXA	2
421885	PASNMOXX	4
421885	PDMTMOXX	2
421885	PLHPMOXA	2
421885	PNDRMOXA	4
421885	POLKMOXA	2
421885	PRDYMOXA	2
421885	PTBGMOXX	1
421885	RTVLMOXX	4
421885	SILXMOXA	2
421885	SKTNMOXA	2
421885	SMNRMOXA	2
421885	SOCYMOXA	3
421885	STCYMOXA	3
421885	STEZMOXA	1
421885	STVRMOXA	3
421885	UNSTMOXA	2
421885	VANDMOXA	1
421885	VRNAMOX	2
421885	WHTNMOXA	3
421885	WNTNMOXA	2
421885	WPPLMOXX	11

Report 5 - Service Quality and Emergency Certification

§ 54.313(a)(5) Certification that it is complying with applicable service quality standards and consumer protection rules

§ 54.313(a)(6) Certification that the carrier is able to function in emergency situations as set forth in §54.202(a)(2)

Response:

See report certification - Certifications include compliance with service quality standards, consumer protection, and the ability to function in emergency situations.

Report 6 - Company Price Offering Report

§ 54.313(a)(7) The company's price offerings in a format as specified by the Wireline Competition Bureau

Response: The Wireline Competition Bureau has not specified the format this data is to be provided in nor has this been approved by the Office of Management and Budget (OMB). This data will be provided once the OMB acceptance has been published in the Federal Register and the WCB has specified the format per FCC 11-161 ¶54.313(a)(7).

Report 7 - Holding and Operating Company Report

§ 54.313(a)(8) The recipient's holding company, operating companies, affiliates, and any branding (a "dba," or "doing-business-as company" or brand designation), as well as universal service identifiers for each such entity by Study Area Codes, as that term is used by the Administrator. For purposes of this paragraph, "affiliates" has the meaning set forth in section 3(2) of the Communications Act of 1934, as amended

Response: The Office of Management and Budget (OMB) has not approved this new requirement. This data will be provided once the OMB acceptance has been published in the Federal Register per FCC DA 12-147 II.A.12.

Report 8 - Tribal Land Information

§ 54.313(a)(9) To the extent the recipient serves Tribal lands, documents or information demonstrating that the ETC had discussions with Tribal governments that, at a minimum, included:

- (i) A needs assessment and deployment planning with a focus on Tribal community anchor institutions;
- (ii) Feasibility and sustainability planning;
- (iii) Marketing services in a culturally sensitive manner;
- (iv) Rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes; and
- (v) Compliance with Tribal business and licensing requirements. Tribal business and licensing requirements include business practice licenses that Tribal and non-Tribal business entities, whether located on or off Tribal lands, must obtain upon application to the relevant Tribal government office or division to conduct any business or trade, or deliver any goods or services to the Tribes, Tribal members, or Tribal lands. These include certificates of public convenience and necessity, Tribal business licenses, master licenses, and other related forms of Tribal government licensure.

Response: This requirement is not effective until April 1, 2013 per FCC DA 12-147 II.A.11.

Report 9 - Areas with no Terrestrial Backhaul Certification

§ 54.313(g) Areas with No Terrestrial Backhaul. Carriers without access to terrestrial backhaul that are compelled to rely exclusively on satellite backhaul in their study area must certify annually that no terrestrial backhaul options exist. Any such funding recipients must certify they offer broadband service at actual speeds of at least 1 Mbps downstream and 256 kbps upstream within the supported area served by Federal Communications Commission satellite middle-mile facilities. To the extent that new terrestrial backhaul facilities are constructed, or existing facilities improve sufficiently to meet the relevant speed, latency and capacity requirements then in effect for broadband service supported by the CAF, within twelve months of the new backhaul facilities becoming commercially available, funding recipients must provide the certifications required in paragraphs (e) or (f) of this section in full. Carriers subject to this paragraph must comply with all other requirements set forth in the remaining paragraphs of this section.

Response: No certification required. Windstream does not rely on satellite backhaul for its network.

Report 10 - Residential Local Service Rates Report

§ 54.313(h) Additional voice rate data. All incumbent local exchange carrier recipients of high-cost support must report only their flat rates for residential local service, as well as state fees that are below the local urban rate floor as defined in § 54.318 of this subpart, and the number of lines for each rate specified. Carriers shall report lines and rates in effect as of June 1.

No rates are below the \$10 floor in Missouri.

SAC	SPIN	Exchange	Res. Local Service Charge	State SLC	State USF Fee	Mandatory EAS Charge	Loops
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Annual Report Certification

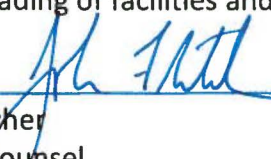
June 26, 2012

In accordance with FCC 11-161 ¶581, this form is to certify that all the information contained in this report is accurate to the best of my knowledge. I acknowledge my certification is subject to the penalties for false statements imposed under 18 U.S.C. §1001.

I, John Fletcher, am General Counsel for Windstream Communications and certify that I am authorized to execute this certification on behalf of Windstream and the facts set forth in this report are accurate to the best of my knowledge, information and belief.

Pursuant to the requirements under 47 C.F.R. §54.313(a)(5) and §54.313(a)(6) Windstream also certifies to the respective State Regulatory Commission that:

- 1) Windstream has established operating procedures designed to facilitate compliance with applicable consumer protection rules.
- 2) Windstream has established operating procedures designed to facilitate compliance with applicable service quality standards. Where applicable Windstream reports service quality standards to State Commissions.
- 3) Windstream has established operating procedures for emergency situations that will allow it to remain functional §54.202(a)(2).
- 4) Windstream certifies that all federal high-cost and CAF support was used in the proceeding calendar year and will be used in the new calendar year only for the provision, maintenance, and upgrading of facilities and services for which the support is intended.



John Fletcher
General Counsel
Windstream Communications
4001 Rodney Parham Rd.
Little Rock, AR 72212

Dated this 21 day of June, 2012

SUBSCRIBED AND SWORN to before me this 21 day of June



Notary Public : Sandra Blade

My Commission Expires: 8-2-16

